



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

ORIGINAL

In re application of:

WILLIAM T. ROWSE et al.

Group Art Unit: 3629

Examiner: Jonathan P. Ouellette

Serial No.: 09/547,661

Filed: April 12, 2000

For: SYSTEM FOR PROCESSING A CUSTOMER CONCERN

Attorney Docket No.: FMC 1185 PUS / 81050169

NOTICE OF APPEAL UNDER 37 C.F.R. § 41.31

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Sir:

Applicants hereby appeal to the Board of Patent Appeals and Interferences from the decision of the Examiner dated September 30, 2004 in the above-identified patent application.

11/02/2004 WABDEL R1 00000041 061510 09547661
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CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

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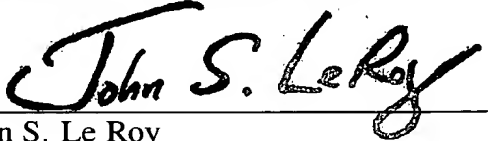
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The appeal fee of \$340.00 as applicable under the provisions of 37 C.F.R. § 41.20(b)(1) should be charged to Deposit Account 06-1510 (Ford Global Technologies, Inc.). A duplicate of this Notice is enclosed for that purpose.

Respectfully submitted,

WILLIAM T. ROWSE et al.

By:



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Date: Oct. 27, 2004

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